

“THE BOTTOM LINE”

DECEMBER 2019

OUR MISSION: We will serve the needs of our members beyond their expectations.

OUR VISION: To be the community credit union of choice providing financial opportunities that last a lifetime.

UPCOMING HOLIDAY CLOSINGS

JANUARY 1, 2020
New Year's Day

JANUARY 20, 2020
Martin Luther King Jr. Day

FEBRUARY 17, 2020
Presidents' Day

MAY 25, 2020
Memorial Day

PHONE:

(850) 474-0970
(800) 375-2235

ACCESS BY PHONE:

(850) 479-4295
(800) 375-2235, option 3

BILL PAYER PHONE SERVICE:

(866) 841-1251

LOST/STOLEN VISA CREDIT, DEBIT & ATM CARD SERVICE:

(800) 682-6075

DECLINED VISA CREDIT OR DEBIT CARD SUPPORT:

(888) 526-0404

WEBSITE:

www.ccufl.org

EMAIL:

ccu@ccufl.org

MAIL:

P.O. Box 17048
Pensacola, FL 32522

IT IS NICE TO BE RECOGNIZED

Central Credit Union is the recipient of a few great honors this year. We are very proud to be a Finalist in the 2019 Best of the Bay Readers' Choice Awards, which were announced in May.

We have also been ranked 3rd "Best Credit Union" in the state of Florida by a renowned marketing research firm.

Last but not least, did you know that Central Credit Union has received a 5-Star Superior Rating every year since 1995? It's true! Bauer Financial performs an independent review of financial institutions across the United States each quarter and Central continuously receives this prestigious award, quarter after quarter.

...IN YOUR NEIGHBORHOOD

By supporting local non-profit organizations, Central Credit Union is able to provide support that will help our neighbors. This includes our youth, seniors, the disabled, veterans, and those who are abused, homeless or unemployed. In addition, our efforts benefit health initiatives, animal rescues and the environment.

Our employees volunteered over 672 hours of their personal time to organizations including United Way, Manna Food Bank, Ocean Hour, Miracle League and Panama City Rescue Mission, to name a few. Due to the generosity of our staff and credit union, we were able to donate over \$21,000 to local non-profits in the Pensacola area and Panama City. Our year-round candy bar sale fundraiser provided \$4,300 in donations to the Pensacola Breast Cancer Association and 21 other organizations. Central Credit Union is committed to giving back to our communities where we live and work.

Remember, Central is your credit union where 'You Belong'.



Best of the Bay 2019 Finalist



5-Star Rating Since 1995



Central employees participated in several charitable events in 2019.

NEWS FROM THE NOMINATING COMMITTEE: DECEMBER 2019

The Nominating Committee submitted to the Board of Directors the nominees to fill the three vacancies on the board. The nominees are John Keith, John Scott, and James Gilman. John Keith and John Scott, both incumbents, have served on the board of Central Credit Union since 1987. James Gilman, incumbent, has served on the board of Central Credit Union since 2018. Elections will not be conducted by ballot and no nominations from the floor will be made when the committee nominees equals the vacancies; however, nominations may be made by petition signed by 1% of the membership (with a minimum of 20 and a maximum of 500), statement of qualifications, biographical data, and signed certificate from the nominee submitted to the Nominating Committee. Closing date for receipt of nominations by petition will be February 7, 2020.



There's never been a better time to switch to Sprint.

Cash rewards & more

- Get up to \$200 cash when you switch two lines
- Plus, \$100 Annual Loyalty Cash Rewards and 25% off accessories in Sprint retail stores

Nothing to lose & savings that add up

Credit union members can try Sprint's improved LTE service for 30 days worry-free. If you're not 100% satisfied, Sprint will refund phone costs, service costs and fees.

It's easy, here's how it works:

1. Switch to Sprint and mention you are a credit union member.
2. Register your new line(s) at LoveMyCreditUnion.org/SprintRewards.
3. In six to eight weeks, your cash rewards will be deposited directly into your account.

Visit LoveMyCreditUnion.org/Paul to learn more.

Cash via deposit: \$100/line, max 2 lines. Req. new line activation on eligible plan and registration at lovemycreditunion.org/sprintrewards within 30 days of activation. Loyalty Reward: Via deposit. \$100/yr./acct. Unlimited Basic: after 1/31/2021 pay \$60/mo for line 1, \$40/mo for line 2 and \$20/mo/line for lines 3-5 with AutoPay. 1 Hulu ad-supported plan per eligible Sprint acct. MHS reduced to 3G speeds after 500MB/mo. SD video streams up to 480p, music up to 500Kbps, gaming up to 2Mbps. Data deprioritization during congestion. Other mo. charges apply.

EXECUTIVE STAFF

Carolyn Dwelle - President / CEO
Kathy Boswell - VP / CFO
Vonda Phetteplace - VP Administration
Teresa Loy - VP Lending
Maggie Conaghan - VP Compliance

MANAGERS

Becky Biggs - Account Resolution
Diane Burleson - Accounts Payable
Todd Cunningham - Employee Development
Lucretia Emmons - Facilities / Security
Michelle Golson - Loans
Damaris Gonzalez - Marketing
Shelly Pendexter - Branch Services
Tammy Smith - Operations
Brenda Woolum - BSA / Product Development
Lela Yeargain - Systems

BRANCH MANAGERS

Gail Pursell - Home Office
Kendall Burton - W Street Office
Jennifer Alvarez - Cordova Office
Jeannie Saffold - Downtown Office
Lalitha Thompson - Panama City Office

LOCATIONS

Home Office
1200 East Nine Mile Road
Pensacola, FL 32514

W Street Office
6200 North W Street
Pensacola, FL 32505

Cordova Office
4964 Bayou Boulevard
Pensacola, FL 32503

Downtown Office
308 North Spring Street
Pensacola, FL 32501

Panama City Office
2615 Highway 77
Panama City, FL 32405

HOURS OF OPERATION

Lobby Hours:
Monday, Tuesday, Thursday, Friday
8:00 - 4:30
Wednesday : 8:00 - 2:00

Drive Thru Hours (Home, Cordova, W Street, Panama City):
Monday - Thursday : 7:30 - 5:00
Friday : 7:30 - 6:00

AS OF NOVEMBER 30, 2019

ASSETS
\$171,341,094

SHARES
\$153,787,286

LOANS
\$110,865,156

MEMBERSHIP
17,091

SHARED BRANCHING

If you are unable to visit a Central Credit Union Branch, log on to www.co-opsharedbranch.org/ or phone 1-888-748-3266 for a Shared Branching location near you.



Notice Regarding Non-Visa PIN-less Debit Transactions

You may use your Visa Debit Card to initiate both Visa debit transactions and non-Visa debit transactions without using a personal identification number (PIN) to authenticate the transaction. To initiate a Visa debit transaction, you may sign a receipt, provide a card number, or swipe your card through a point-of-sale (POS) terminal and choose to route the transaction over a Visa network. To initiate a non-Visa debit transaction, you may enter a PIN at a point-of-sale terminal or, for certain bill payment transactions, provide the account number for an e-commerce or mail/telephone order transaction after clearly indicating a preference to route it as a non-Visa transaction. We have enabled non-Visa debit transaction processing on the CO-OP network. The rights and protections applicable only to Visa debit transactions, including additional consumer liability limits and streamlined error resolution procedures, as described in your Electronic Fund Transfers Agreement and Disclosure will not apply to transactions processed through non-Visa networks.

Regulation E-Billing Error Notice

In case of errors about your electronic transfers telephone us at (850) 474-0970 or (800) 375-2235, write us at P.O. Box 17048, Pensacola, FL 32522, or e-mail us at ccu@ccufl.org as soon as you can, if you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt. We must hear from you no later than 60 days after we sent the FIRST statement on which the problem or error appeared.

1. Tell us your name and account number (if any).
2. Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information.
3. Tell us the dollar amount of the suspected error.

If you tell us orally, we may require that you send us your complaint or question in writing within 10 business days.

We will determine whether an error occurred within 10 business days after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45 days to investigate your complaint or question. If we decide to do this, we will credit your account within 10 business days for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation. If we ask you to put your complaint or question in writing and we do not receive it within 10 business days, we may not credit your account.

For errors involving new accounts, point-of-sale, or foreign-initiated transactions, we may take up to 90 days to investigate your complaint or question. For new accounts, we may take up to 20 business days to credit your account for the amount you think is in error.

We will tell you the results within three business days after completing our investigation. If we decide that there was no error, we will send you a written explanation. You may ask for copies of the documents that we used in our investigation.

Regulation Z-Billing Error Notice

Your Billing Rights: Keep This Notice for Future Use

This notice tells you about your rights and our responsibilities under the Fair Credit Billing Act.

What To Do If You Find A Mistake On Your Statement

If you think there is an error on your statement, write to us at:

Central Credit Union of Florida
P.O. Box 17048
Pensacola, FL 32522
You may also contact us at ccu@ccufl.org.

In your letter, give us the following information:

- Account information: Your name and account number.
- Dollar amount: The dollar amount of the suspected error.
- Description of problem: If you think there is an error on your bill, describe what you believe is wrong and why you believe it is a mistake.

You must contact us:

- Within 60 days after the error appeared on your statement.
- At least three business days before an automated payment is scheduled, if you want to stop payment on the amount you think is wrong.

You must notify us of any potential errors in writing or electronically. You may call us, but if you do, we are not required to investigate any potential errors and you may have to pay the amount in question.

What Will Happen After We Receive Your Letter

When we receive your letter, we must do two things:

1. Within 30 days of receiving your letter, we must tell you that we received your letter. We will also tell you if we have already corrected the error.
2. Within 90 days of receiving your letter, we must either correct the error or explain to you why we believe the bill is correct. While we investigate whether or not there has been an error:

- We cannot try to collect the amount in question, or report you as delinquent on that amount.
- The charge in question may remain on your statement, and we may continue to charge you interest on that amount.
- While you do not have to pay the amount in question, you are responsible for the remainder of your balance.
- We can apply any unpaid amount against your credit limit.

After we finish our investigation, one of two things will happen:

- If we made a mistake: You will not have to pay the amount in question or any interest or other fees related to that amount.
- If we do not believe there was a mistake: You will have to pay the amount in question, along with applicable interest and fees. We will send you a statement of the amount you owe and the date payment is due. We may then report you as delinquent if you do not pay the amount we think you owe.

If you receive our explanation but still believe your bill is wrong, you must write to us within 10 days telling us that you still refuse to pay. If you do so, we cannot report you as delinquent without also reporting that you are questioning your bill. We must tell you the name of anyone to whom we reported you as delinquent, and we must let those organizations know when the matter has been settled between us.

If we do not follow all of the rules above, you do not have to pay the first \$50 of the amount you question even if your bill is correct.

Your Rights If You Are Dissatisfied With Your Credit Card Purchases

If you are dissatisfied with the goods or services that you have purchased with your credit card, and you have tried in good faith to correct the problem with the merchant, you have the right not to pay the remaining amount due on the purchase.

To use this right, all of the following must be true:

1. The purchase must have been made in your home state or within 100 miles of your current mailing address, and the purchase price must have been more than \$50. (Note: Neither of these are necessary if your purchase was based on an advertisement we mailed to you, or if we own the company that sold you the goods or services.)
2. You must have used your credit card for the purchase. Purchases made with cash advances from an ATM or with a check that accesses your credit card account do not qualify.
3. You must not yet have fully paid for the purchase.

If all of the criteria above are met and you are still dissatisfied with the purchase, write to us at:

Central Credit Union of Florida
P.O. Box 17048
Pensacola, FL 32522
You may also contact us at ccu@ccufl.org.

While we investigate, the same rules apply to the disputed amount as discussed above. After we finish our investigation, we will tell you our decision. At that point, if we think you owe an amount and you do not pay, we may report you as delinquent.



Additional insurance of up to \$250,000 on your savings accounts is provided by Excess Share Insurance Corporation, a licensed insurance company.

